

DTS Enterprise Incident Report

As of 8/1/2011

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Insurance	86	2	88
	50	2	52
Customer Company Total	86	2	88
	50	2	52

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Insurance	86	2	88
	18	1	19
Customer Company Total	86	2	88
	18	1	19

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Insurance	86 1.76	2 0.76	88 1.73
Customer Company Total	86 1.76	2 0.76	88 1.73

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Insurance	86 20	2 0	88 20
Customer Company Total	86 20	2 0	88 20

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Insurance	86 6.24	2 0.84	88 6.11
Customer Company Total	86 6.24	2 0.84	88 6.11

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Detail

INC000000306476	Nancy Askerlund Application Support	Application Carl Meek	Error Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.80 6.80
INC000000327900	Angela M Martinez Application Support	PC/Laptop Garry Gregson	Performance Insurance	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.62 42.29
INC000000337149	Linda Hardy Application Support	Application Garry Gregson	Password Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.30 39.23
INC000000337155	Sandy Glaze Application Support	Application Garry Gregson	Error Insurance	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.49 39.17
INC000000337929	Aaron Phillips Capitol Hosting	Application Curtis Parker	None Insurance	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.71 48.52
INC000000339501	Carolyn Maynard Application Services	Application Tony Larsen	Error Insurance	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 2.05
INC000000339968	Colette Sawyer Capitol Desktop Support	Application Peter Musser	Reporting Insurance	ZENworks for Desktops Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.33 3.27
INC000000340238	Hermoliva Abejar Application Services	Network Ken Ainge	Error Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 4.64
INC000000340336	Cheryl Alexander Voice Operations	Telecom Britany Finlay	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.63
INC000000340379	Jilene Whitby Capitol Desktop Support	Print/Copy/Scan/Fax Peter Musser	Incident Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.77 3.75
INC000000340584	Travis Wegkamp Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Insurance	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.23 8.91
INC000000340628	David Gaines Application Services	Application Tony Larsen	Reporting Insurance	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.27 19.23
INC000000340705	Shane Sadler Application Services	Application Martin Gonzalez	Password Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.38
INC000000340762	Allen Hart Capitol Desktop Support	Application Peter Musser	Password Insurance	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.45 7.25
INC000000340967	Grace Reinhart Metro D Help Desk	None Doug Brown	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000341044	Dan Applegarth Metro D Help Desk	Application Doug Brown	Password Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21

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INC000000341143	Jilene Whitby Capitol Desktop Support	Print/Copy/Scan/Fax Peter Musser	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.52 2.52
INC000000341313	William Stimpson Metro D Help Desk	Network John Robinson	Password Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000341506	Jilene Whitby Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Queue Insurance	None Medium	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.22 1.39
INC000000341546	Troy Stover Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 1.16
INC000000341652	Tanji Northrup Capitol Desktop Support	Application Paul Ross	Reporting Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 2.28
INC000000341794	David Flores Capitol Hosting	None Curtis Parker	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	28.25 28.25
INC000000341841	Jilene Whitby Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000342347	David Snowball Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000342558	Virgina Dawes Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000342778	Virgina Dawes Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000343110	Rudy VanBeekum Capitol Desktop Support	Network Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
INC000000343113	David A Stauffer Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000343444	Grace Reinhart Application Services	Application Tony Larsen	Error Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.51 8.72
INC000000343448	Jilene Whitby Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Error Code Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.16
INC000000343464	David Gaines Application Services	Application Tony Larsen	Error Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.29 8.55
INC000000343618	Brent Oscarson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000343686	Hermoliva Abejar Application Services	Application Ken Ainge	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.98 7.61

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INC000000343722	Sandy Glaze Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.68
INC000000343819	Teresa Trusty Help Desk	None Brenda Treadway	None Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000343821	Teresa Trusty Capitol Desktop Support	Application Paul Ross	Error Insurance	Microsoft Excel Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 5.62
INC000000343836	Sandy Glaze Capitol Desktop Support	None Paul Ross	None Insurance	None Medium		TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000344084	Allen Hart Application Services	Application Ken Ainge	None Insurance	TeamMate Audit System Low		TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	38.85 38.85
INC000000344655	Aaron Phillips Application Services	Network Ken Ainge	None Insurance	None Low		TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.51 102.28
INC000000344869	Teresa Trusty Capitol Desktop Support	None Paul Ross	None Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000344940	Hermoliva Abejar Application Services	None Ken Ainge	None Insurance	None Low		TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.77 5.77
INC000000345467	Clarissa Crisp Application Support	None Carl Meek	None Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 3.28
INC000000345656	Allen Hart Application Services	Application Martin Gonzalez	Password Insurance	Novell GroupWise Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.77
INC000000345901	Weimei Ye Application Services	PC/Laptop Ken Ainge	Performance Insurance	None Low		TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.29 1.29
INC000000346001	Colette Sawyer Application Services	Application Ken Ainge	Error Insurance	Citrix ICA Client Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.63
INC000000346170	Connie Nowland Capitol Desktop Support	None Paul Ross	None Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346192	Connie Nowland Capitol Desktop Support	None Paul Ross	None Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000346667	Laura Shepherd Capitol Desktop Support	Application Paul Ross	Error Insurance	Citrix ICA Client Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 1.25
INC000000347622	Luanne Winters Metro D Help Desk	PC/Laptop Doug Brown	Error Insurance	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000347713	Grace Reinhart Capitol Desktop Support	Application Paul Ross	Error Insurance	Citrix ICA Client Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.53

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INC000000348908	Linda Hardy Capitol Desktop Support	Application Paul Ross	Error Insurance	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 5.44
INC000000349358	Teresa Trusty Voice Operations	Telecom Romanza Hamblin	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 1.30
INC000000349452	Tanji Northrup Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000349936	Brent Oscarson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000350332	Tanji Northrup Voice Operations	Telecom Leon Owen	None Insurance	Telephone Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.55 7.73
INC000000350336	Tanji Northrup Voice Operations	Telecom Leon Owen	None Insurance	Telephone Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.71 7.65
INC000000350350	Tanji Northrup Voice Operations	Telecom Leon Owen	None Insurance	None Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.58 7.56
INC000000350353	Tanji Northrup Voice Operations	Telecom Leon Owen	None Insurance	Telephone Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.58 7.53
INC000000350750	Tanji Northrup Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000350829	Sandy Glaze Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.84
INC000000350914	Michael Covington Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000351002	Michael Covington Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351005	Travis Wegkamp Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351008	Cathy Burton Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000351072	Cathy Burton Capitol Desktop Support	Network Paul Ross	Incident Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.27
INC000000351339	Betsy Jerome Capitol Desktop Support	Application Paul Ross	None Insurance	SIRCON Commercial Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	26.12 26.12
INC000000351563	Steven B Price Capitol Desktop Support	PC/Laptop Paul Ross	Password Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.27

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INC000000351723	Tanji Northrup	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 5.61
INC000000352758	Jenifer Christian	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 1.17
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	TTR: 3.84
INC000000352763	Steven B Price	Application	Password	PGP		TIR Missed: No	TIR: 0.89
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.00
INC000000353247	Donald Catmull	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.42
INC000000353741	Shane Sadler	Application	Reporting	PGP		TIR Missed: Yes	TIR: 1.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.16
INC000000353833	Tanji Northrup	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353838	Michelle M White	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000353945	Shane Sadler	Application	Error	PGP		TIR Missed: No	TIR: 0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000354012	Cathy Burton	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354014	Cathy Burton	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 1.67
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 6.28
INC000000354354	Shane Sadler	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354362	Weimei Ye	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354466	Michelle M White	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354479	Michelle M White	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354564	Michelle M White	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354573	Michelle M White	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000354776	Reed Kartchner	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.63
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.81

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INC000000354904	Jenifer Christian	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000355010	Jenifer Christian	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000355266	Cathy Burton	Network	Error	None		TIR Missed: No	TIR:	0.07
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.50
INC000000355375	Colette Sawyer	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00